

Los Rios Community College 2025





Sutter Health Plus rebranded to **Sutter Health Plan** on **January 1**, **2025**, to more clearly and concisely communicate its identity as a comprehensive health plan within the Sutter Health family. This change reflects the organization's commitment to providing quality-driven health plans integrated with Sutter Health's local and connected provider network—including primary, specialty, and other essential services.





Sutter Health Plan

SHP LAUNCHES NEW WEBSITE EXPERIENCE

As of April 1, 2025, Sutter Health Plan launched a redesigned website to enhance user experience and accessibility. With streamlined navigation, improved resources, and easier access to plan information, the update reinforces our commitment to delivering high-quality, integrated healthcare.

Sutter Health Plan

Coverage You Can Count On

Offering individuals, families and businesses the comprehensive healthcare coverage they want.

Get Started Today



New Website Features and Utilization Enhancements:

 A new advanced Provider Search, 'Book an Appointment' function that shows the earliest available appointments for each provider and allows members to schedule new patient appointments directly from the provider's profile.

*** The Book an Appointment feature is available for select Sutter Health PCPs accepting new patients; availability may vary by provider.

- Enhanced Provider profiles that include images and comprehensive details.
- Waitlist Feature: All members have the option to join a queue for the next, earliest available appointment. You will receive notifications via text or email.

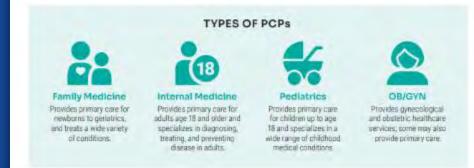
Primary Care Navigation

Choosing a Primary Care Physician

Sutter Health Plan



When it comes to choosing a primary care physician (PCP), it's all about finding the right fit. When you enroll, you and your covered dependents will select a PCP who will manage your care to help keep you healthy. So, take the time to find a PCP you feel comfortable with and trust as your healthcare partner — it can make all the difference in your wellness journey.

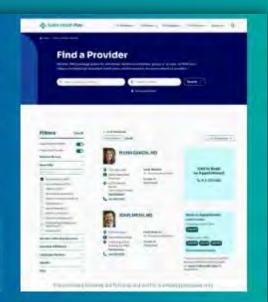


Finding your PCP

- Go to sutterhealthplan.org/find-provider
- Enter the name of a provider, speciality or condition and enter an address, city or ZIP code of the area you would like to search
- Click the "Search" button
- Once your results populate use the filters on the left band side to further narrow your search results
- Click 'Accepting New Patients'
- When you enroll, you need to include your PCP's first name, last name and their Sutter Health Plan Provider ID

Book an Appointment*

Finding care just got easier — members can view the earliest available appointments and book primary care visite directly from the provider's profile. Getting the care you need has never been more convenient!



Already a Sutter Health patient?

If you are established with a PCP in the Sutter Health Plan network, you do not need to select a new one, even if their practice is closed to new patients. All you need to do is include the Sutter Health Plan Provider ID, which you can find on the Finit a Provider tool or in the provider directory, and confirm you are an existing patient when you complete your enrollment.

Understanding your PCP and medical group

When you choose a PCP you are also selecting their medical group and care team. Your PCP will refer you to specialty care, X-rays, lab work, and other services as needed. Many covered services, including specialist visits, require referrals or prior authorizations. If you need specialty care and have a specific specialist in mind, check the provider directory to see what medical group the specialist is in and be sure you choose a PCP within that medical group. Sometimes, a specialist outside your medical group in the Sutter Health Plan network may also be available by referral.

Changing your PCP

Once enrolled, you can change your PCP at any time through the Sutter Health Plan Member Portal at shplan.org/memberportal or by calling Customer Service at 855-315-5800.



Online Provider Directory

Our easy-to-use online search tool allows members to search providers and facilities by name, specialty, condition and location. Once the results populate, members can use the filters to narrow their search results further.



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and the state of the state	C C C C C C C C C C C C C C C C C C C	MARIA GARCIA, MD	Call to Book an Appointment L <u>116-555-555</u> 5
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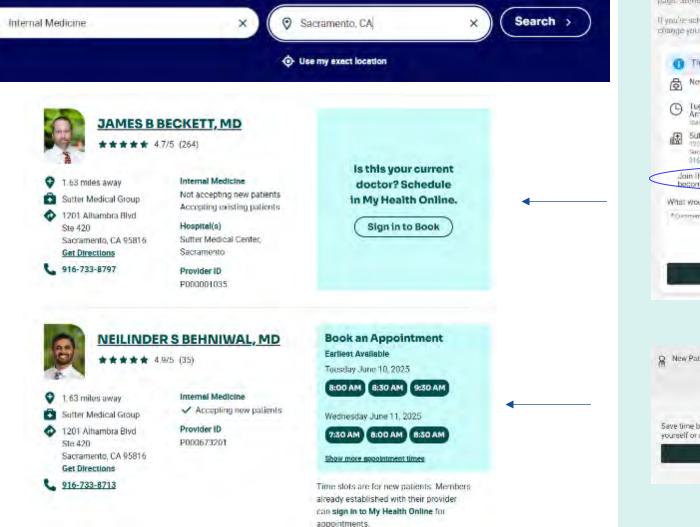
The providers featured are fictional and are for marketing purposes only.

Find a Provider

Q

Sutter Health Plan

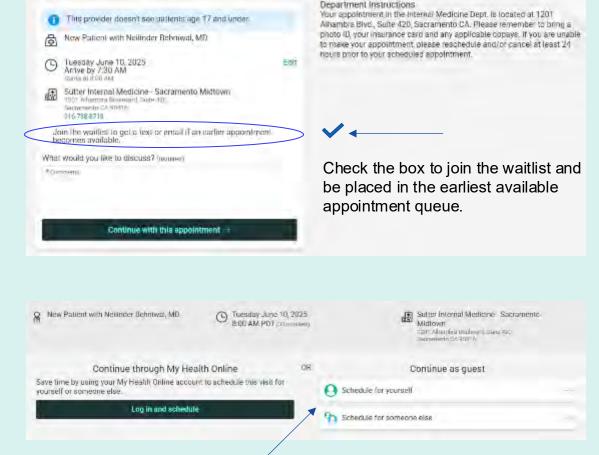
We offer HMO coverage options for individuals, families and employer groups of all sizes. All HMO plan designs, including high deductible health plans, provide access to the same network of providers.



Does everything look correct?

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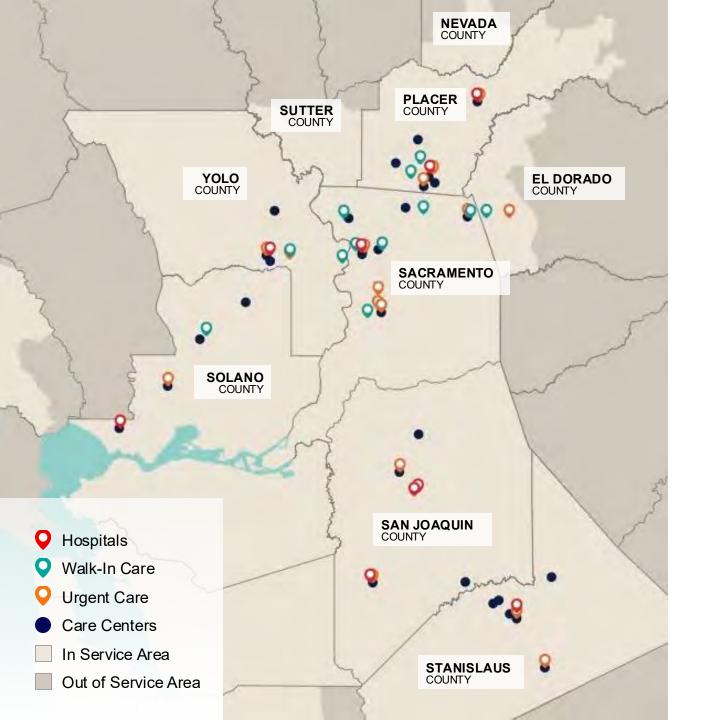
If you're schedding a annery care apprinnment, please mare sure you're schedding with your assigned princip care physician (PCP). If you work in change your PCP centaet Sutter Health Plan Castomer Service at 855 315 5803.



Select the applicable box to begin the final stages of scheduling.

Sutter Health Plan Network





In Your Community VALLEY AREA

With the Sutter Health Plan network, you have access to hospitals, doctors, clinicians, same-day care, urgent care and more across the greater Sacramento, Central Valley and Bay Area communities.

Affiliated Hospitals

BAY AREA

Alameda County

- Alta Bates Summit Medical Center – Alta Bates Campus
- Alta Bates Summit Medical Center
 Summit Campus
- Children's Hospital Oakland
- Eden Medical Center
- Stanford Health Care Tri-Valley

Contra Costa County

• Sutter Delta Medical Center

San Francisco County

- California Pacific Medical Center – Davies Campus
- California Pacific Medical Center

 Mission Bernal Campus and Orthopedic Institute
- California Pacific Medical Center – Van Ness Campus

San Mateo County

- Mills-Peninsula Medical Center
- Sequoia Hospital

Santa Clara County

- El Camino Hospital Los Gatos
- El Camino Hospital
- Lucile Packard Children's Hospital

Santa Cruz County

- Dominican Hospital
- Sutter Maternity & Surgery Center
- Watsonville Community Hospital

Sonoma County

- Novato Community Hospital Serving southern Sonoma County
- Sutter Santa Rosa Regional Hospital

VALLEY AREA

Placer County

- Sutter Auburn Faith Hospital
- Sutter Roseville Medical Center

Sacramento County

• Sutter Medical Center, Sacramento

San Joaquin County

- Dameron Hospital
- St. Joseph's Medical Center
- Sutter Tracy Community Hospital

Solano County

Sutter Solano Medical Center

Stanislaus County

• Memorial Medical Center

Yolo County

• Sutter Davis Hospital



Affiliated Medical Groups

BAY AREA

Affinity Medical Group Alameda and Contra Costa Counties

Brown & Toland Physicians*[†] San Francisco County

Mills-Peninsula Physicians Network* Alameda, San Mateo, Santa Clara and Santa Cruz Counties

Palo Alto Medical Foundation** Alameda, San Mateo, Santa Clara and Santa Cruz Counties

Sutter East Bay Medical Foundation** Alameda and Contra Costa Counties

Sutter Medical Group of the Redwoods** Sonoma County

Sutter Pacific Medical Foundation – West Bay** San Francisco County

VALLEY AREA

Sutter Gould Medical Foundation** San Joaquin and Stanislaus Counties

Sutter Independent Physicians* El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo Counties

Sutter Medical Group** El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo Counties

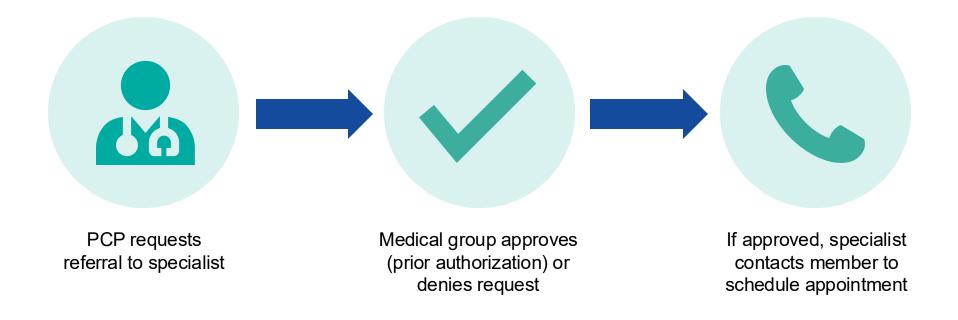
Sutter Medical Group – Solano** El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo Counties



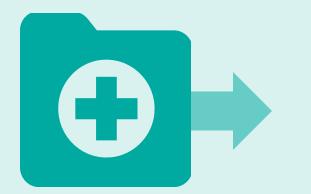
Referral and Prior Authorization

Many covered services, including visits to a specialist, require a referral and prior authorization from the member's medical group.

The medical group must give prior authorization for a member to see a provider or obtain services and supplies from providers outside the medical group's network.







Transferring Medical Records

If the former medical group is Kaiser Permanente, UC Davis Medical Group, UC San Francisco Health, John Muir Health, or Stanford Health:

• The Sutter Health Plan network provider will have electronic access to some or all of a member's medical records through the electronic health record.

For all other medical groups:

• Members may need to send a Medical Records Request Form to their former physician to release their records.





Transferring Prescriptions

Before their plan effective date, members should:

• Refill available prescriptions or request a new prescription if no refills are available.

After their effective date, members should:

 Refill prescriptions through a CVS Caremark network pharmacy and consider mail order fulfillment or the Retail-90 program at participating CVS retail pharmacies.

Members must provide their Sutter Health Plan member ID card to the pharmacy.



Bringing Care Close to Home

Sutter plans to expand access to care by opening new facilities, hiring more providers, and investing millions of dollars over the next few years.



27 New Care Centers Convenient primary and multispecialty care locations



22 New Surgery Centers Outpatient surgical procedures



27 New Urgent Care Locations Same-day care for illnesses or injuries that require immediate attention



3 Center of Excellence Facilities

Disease-specific facility aimed at creating a "one-stop shop" for all healthcare needs



Greater Sacramento Area Expansion

Folsom Iron Point *106,500 sq. ft.

- 25 Specialist Providers Oncology, OB/GYN, Neurology, Cardiology, Orthopedics, ENT & Urology
- Urgent Care / Imaging / Lab Services
- Ambulatory Surgery Center

Arden Care Center Expansion (opening late 2025) *75,000 sq. ft.

- Primary care
- Specialty care: Dermatology, endocrinology and rheumatology
- Diagnostic lab and imaging
- Urgent care

Downtown Sports Medicine Complex (opening late 2027)

- Primary care
- Specialty care: Dermatology, endocrinology and rheumatology
- Diagnostic lab and imaging
- Urgent care

Elk Grove Multispecialty Care Center (opening 2026) *56,000 sq. ft.

- Primary care
- Specialty care: Cardiology, dermatology, endocrinology, ENT, gastroenterology, general surgery, neurology, OB/GYN, orthopedics, rheumatology, urology and more
- Diagnostic lab and imaging
- Urgent care

Sutter Health Plan



Folsom Iron Point



Downtown Sac. Sports Medicine Care Complex





Convenient **Access to Care**

¹ Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options. ² Refer to the Sutter Health Plan combined Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost. ³ Minor cases only at Sutter Walk-In Care.

Justicer Health Plan

	Video Visit with a Sutter Clinician through My Health Online (MHO)	Video Visit with your Primary Care Physician (PCP) ¹	Walk-In Care	Urgent Care
	Telehealth Cost Share ²	Telehealth Cost Share ²	Walk-In Care Cost Share ²	Urgent Care Cost Share ²
Burns and cuts			S	0
Cold and flu	<i>S</i>	S	\bigcirc	9
Ear pain			\bigcirc	9
Nausea and vomiting	\bigcirc	\checkmark		9
Rashes and skin infections	Ø	 ✓ 	\bigcirc	9
Seasonal allergies	\checkmark	 ✓ 	S	9
Sinus infection	\bigcirc	S	S	9
Sprains and strains	\checkmark	\bigcirc	⊘³	9
Vaccines			0	



Video Visits

- Available through My Health Online (MHO)
- Video visits* with a PCP are available to members ages 3 months and older. Check with your PCP for availability and hours
- Video visits for all members ages 18 months and older daily with a Sutter clinician
- Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.





Sutter Walk-In Care

- Care for everyday illnesses and health needs.
- Colds/flu, ear or sinus infections, sore throat or fever, seasonal allergies, immunizations, and upper respiratory infections.
- Same cost to members as a primary care visit, and may be less, depending on your plan design.
- Open 7 days a week; holiday hours may vary.
- Schedule your visit ahead of time.

For a current list of locations, visit sutterhealthplan.org/walk-in.





Urgent and Emergency Care

Urgent Care

Members have access to in-network urgent care locations while in the Sutter Health Plan service area. When outside of the Sutter Health Plan service area, members can access any urgent care location.

For a list of in-network urgent care locations, visit **sutterhealthplan.org/urgent**.

Emergency Care

Members can access emergency care from any facility, in or out of the Sutter Health Plan network, without a referral. In the case of an emergency, dial 9-1-1 (where available) or go to the nearest hospital.



Benefits





Pharmacy Benefits

Sutter Health Plan partners with CVS Caremark[®] for pharmacy benefits.

- CVS Caremark network pharmacies include most independent pharmacies and retail chains — CVS Pharmacy, Costco, Raley's, Safeway, Walgreens and Walmart, to name a few.
- CVS Caremark Retail-90[®] program gives you up to a 100-day supply of maintenance prescription drugs for the cost of two copays* at certain retail pharmacy locations, including CVS pharmacies, as allowed by your benefit plan.
- CVS Caremark Mail Service Pharmacy offers free shipping for up to a 100-day supply of maintenance prescription drugs for the cost of two copays.*
- CVS Specialty[®] fills and delivers specialty drugs to your home at no cost.

Learn more at **sutterhealthplan.org/pharmacy**.





Sutter Health Plan

No Cost Share Preventive Care Services

Sutter Health Plan covers a variety of preventive care services, when provided by a participating provider, at no cost to you, including:

- Centers for Disease Control and Prevention-recommended immunizations for routine use in children, adolescents and adults.
- Hearing exams and screenings
- Routine preventive imaging services
- Family planning counseling, methods and consultations
- Routine physical exams
- Smoking cessation interventions, including drugs and counseling



Sutter Health Plan

No Cost Share Preventive Prescriptions

Sutter Health Plan covers a variety of preventive care medications, at no cost to you, when prescribed by a participating provider, including but not limited to:

- Vitamins in conjunction with fluoride and fluoride supplementation for children
- Aspirin for members with pre-eclampsia
- Food and Drug Administration (FDA)-approved birth control products
- Smoking cessation products
- Folic acid for women considering pregnancy or who are pregnant



Mental Health

Mental health and substance use disorder (MH/SUD) services provided by U.S. Behavioral Health Plan, California (USBHPC).

- Members do not need a referral for appointments and can search for providers directly through USBHPC.
- Appointments available in-person or through secure virtual visits with select providers.
- Visit <u>liveandworkwell.com</u> and select Find Care at the top of the page.



Mental Health Online Resources

USBHPC offers online resources designed to give members quick, confidential, 24/7 access to the resources available, including:

- **Personal Life:** for caregiving, parenting, military and veterans, relationships, and well-being.
- **Mind & Body:** for mental and physical health, recovery and resiliency, and substance use disorder and addiction.

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• **Crisis Support:** for abuse, addiction, disasters, finance, hospitalization, housing, suicide prevention, and helping a loved one with a mental health crisis.

For more information, visit liveandworkwell.com.



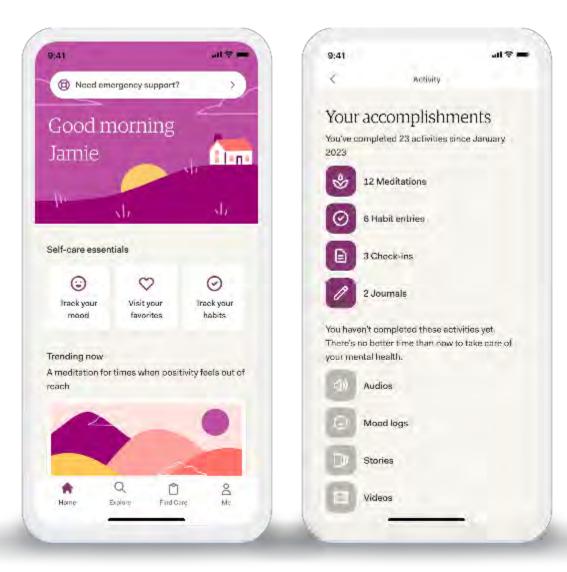
Mental Health Self Care from AbleTo

Members have access to Self Care from AbleTo a mobile app offering help for stress and emotional well-being, including:

- Daily mood tracking
- Emotional assessments
- Meditation tools
- Personalized roadmap

Completely confidential, the Self Care app is available at no extra cost as part of the behavioral healthcare benefits through USBHPC, a subsidiary of Optum.

For more information, visit ableto.com/begin.



Sutter Health Plan

Mental Health Scout by Sutter Health

Scout is designed to help teens and young adults build resilience to manage their mental health through key features:

- Weekly education
- Feelings tracker
- Trends & insights
- Tips, tools & activities
- Reminders & nudges
- Support resources

For more information, visit **<u>scout.sutterhealth.org</u>**.

Sutter Health Plan access code is available in new member welcome material or by calling Customer Service.





New SHP Member Highlight (Effective March 1, 2025)

Doula Care Program

Sutter Health Plan members have access to Mahmee, an integrated care team, including doulas, registered nurses, mental health coaches and nutritionists — all at no cost.

The program provides 12 months of comprehensive support tailored to your needs, whether preparing for delivery, managing your

pregnancy or navigating postpartum.



Mahmee offers virtual visits, in-person care and 24/7 support online and through the app.

Mahmee is available to provide wraparound care for both you and your baby, with a suite of services you can benefit from, including:

- Doula support during pregnancy, labor and postpartum.
- Nurse-led remote patient monitoring for conditions such as hypertension, preeclampsia, or other cardiovascular concerns.
- Expert coaching and educational resources on infant feeding, mental health and nutrition.
- Screenings and coordination of care to address important factors like transportation and housing, ensuring you have the support you need.

Getting Started



You can self-enroll by visiting **mahmee.com**, clicking on 'Check My Eligibility' and following the instructions.

You can also call Mahmee at 818-431-1118 or email them at hello@mahmee.com.

Online Tools

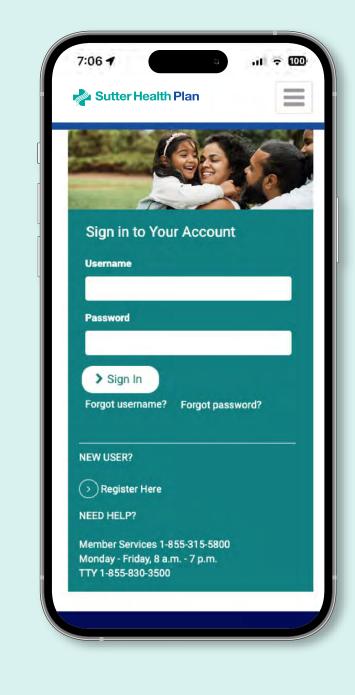


Member Portal

With the Sutter Health Plan Member Portal members can:

- View, print or request member ID cards
- Change primary care physicians
- View eligibility, benefits, copays or coinsurance, account balances, claims information and deductibles
 - Receive monthly statements with balance details using the member portal, members can opt out of receiving these statements
- Update member portal profile
- Access Sutter Health Plan forms, resources and member newsletter
- Navigate to the Health and Wellness site

Responsive technology allows access from a smartphone, computer or tablet.





My Health Online

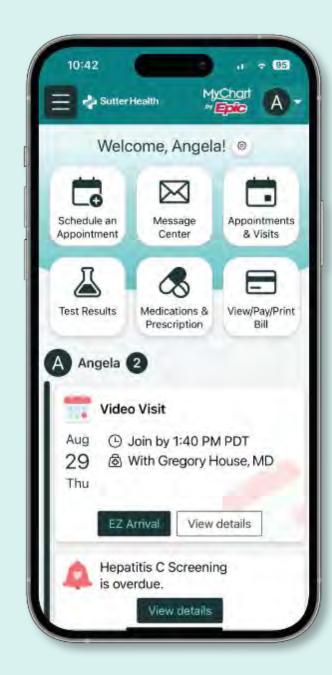
With MHO members can securely:

- Book a video visit
- Message their care team
- Make an appointment
- Sign up for text reminders and Fast Pass
- Renew prescription refills
- View test results
- Complete EZ Arrival for contactless check-in

 Invite family or caregivers for proxy access

- View hospital stay through Bedside Mobile
- Access medical records
- Pay bills and copays online

Online App available in Apple Store or Google Play. Members can navigate to the Sutter Health Plan Member Portal from their MHO account.



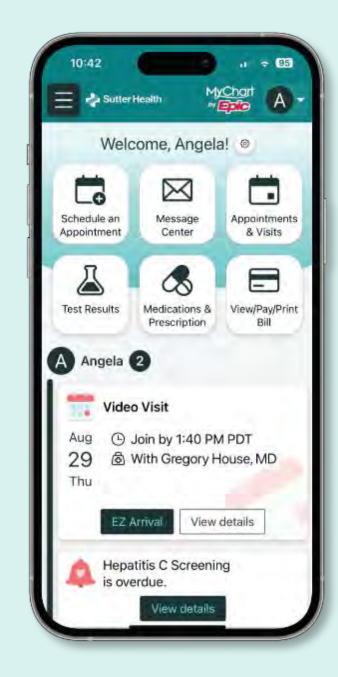
My Health Online Care Companions

Members have access to interactive Care Companion plans through My Health Online, including task reminders, analyzing health data and offering education to help manage their care.

Care Companion—Healthy Pregnancy for expectant members who are seeing a maternity care provider who participates in MHO. This feature, designed for low-risk pregnancies, offers a personalized care plan that guides members through their pregnancy journey.

Care Companion for New Babies provides timely tips for parents navigating life with a newborn, including breastfeeding and immunizations. Babies are automatically enrolled when discharged from a Sutter hospital or after their first Sutter appointment is scheduled.

For more information, please visit sutterhealth.org/care-companion.



Health and Wellness



Health and Wellness

Sutter Health Plan



Health Coaching Program for healthy weight, tobacco cessation and stress management.



Complex Case Management for chronic conditions or multiple complex health problems.



Health and Wellness Site including a personal health assessment and 13 action plan modules.



24/7 Nurse Advice Line for medical questions or concerns to help members determine the right level of care.



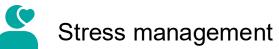
Wellness Page for health and wellness tip sheets, health maintenance guidelines, and live and recorded webinars.

Learn more at sutterhealthplan.org/wellness.

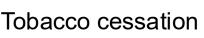
Health Coaching Program

One-on-one telephonic personal health coaching at no cost for:













Health and Wellness Site

Sutter Health Plan



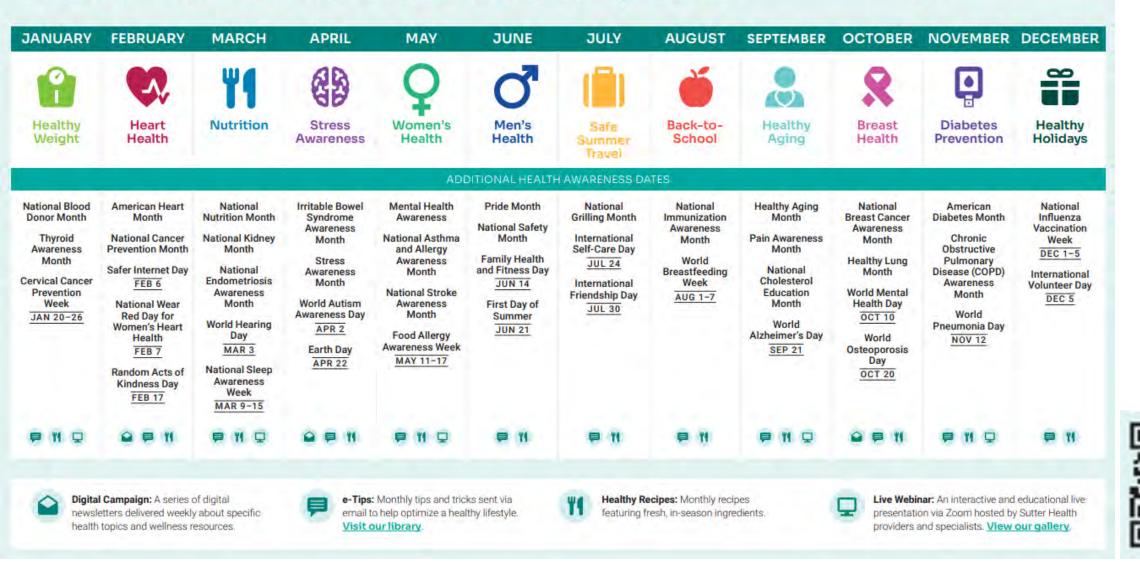
Personal health assessment

- English and Spanish
- 13 Action Plan modules
 - Healthy Eating, Stress Management, Heart Disease Prevention, and more
- Health Library
- Learning Centers, a Video
 Library and a Symptom Checker
- Health Decision Tools
 - Designed to guide members through key health decisions, combining medical information with personal values

Accessed through the Member Portal at **shplan.org/memberportal**.

Health and Wellness Calendar | 2025





Each month our Sutter Health Employer Program offers health and wellness resources on a variety of important topics. **Resources are available to all employees regardless of health plan.**

📥 Sutter Health

HEALTH AND WELLNESS MONTHLY CONTENT

Sutter Health

Understanding Food Allergies

What is a Food Allergy? A food allergy occurs when your immune system mistakenly identifies a certain food as harmful, triggering an allergic reaction. Symptoms can range from mild, like a rash or upset stomach, to severe and lifethreatening reactions such as anaphylaxis.

Common Food Allergens

Childreix Allik, eggs, permitts, tree nuts, fish, shel fish, wheat say

 Adults: Peanuts, tree-ruls, fish, she fish While some children may butgrow allergies to milk, eggs of soy. Adultonset food allergies are often lifelong.

Symptoms of a Food Allergy

- Mild: Tingling its, hives, upset stomach, stuffy nose.

 Severe (Anaphylaxis): Difficulty breathing, swelling, insuese, vonting or bititing. Severe reactions require immediate medical attention and the use of an aphrophism injection.

Food Allergy vs. Food Intolerance

Food intolerance often causes digestive discomfort, out does not involve the immune system and is not life-threatening.



Diagnosis and Management

 Diagnosis: A reachcare provider may use skin tests, blood tests or an oral food challenge to confirm a food allengy.

Treatment: Avoidance is key. For mild reactions, antihistamines may reip. Severe reactions require epimepimine and emergency care.

 A tien meckadori, Xolar hus been approved by the FDA to help reduce allefa preactions to multiple foods after accidentia exposure." Note interactions to multiple available for other indications live astimus and officient hives for 20 years and it received the indication for food allergies about a year ago's asys Mark Orifectian, MID, allegist at Suther feather. "Its given as an injection and is generally well bleated, we can also use it to treat pearul allergy in children with one deservitazation."

Staying Safe

- Always read fond labels.

Inform others about your allergy

 Carry on epinephrine suto-injector If Be coutious when dining out

Recognizing and mananing food a ergie severe reactions on it keep you safe. Com provider for betsonalized advice and trea

Spring Roll Salad

Salad Ingredients

1% cups purple cabbage, finely shredded 1% cups breen cabbage, finely shredded 1 cup eclamarne 2 Porsian cusumbers, finely shopped 2 carrota, finely shredded 1 jalapena, finely shredded 1 avocado, chopped 34 cup groen oriens, finely chopped 34 cup groen oriens, finely chopped 34 cup fresh mirr, finely chopped 34 cup fresh mirr, finely chopped 34 cup fresh mirr, finely chopped



Dressing Ingredients

1 topp, offee off 1 topp, offee offee 1 topp, tamari or occorruit aminos 1 topp, non vinogar 1 top, non vinogar 1 top, naw honey Half a fime, juliced 2 godio closses, roughly chopped 1 topp, freeh grated groen

1 or 2 thep, water as needed to thin (aptional).

LIVE WEBINARS



FREE LIVE WEBINAR Hormones and Health at Every Stage of Life

Hormones play a vital role in every stage of a woman's life, influencing everything from mood and energy to reproductive health and aging.

Join us for an empowering panel discussion with leading experts as they explore key topics such as:

- Changes your body goes through during menopause and treatment options, including Hormone Replacement Therapy (HRT) and nonhormonal treatments.
- Recognizing the symptoms and health impacts of polycystic ovary syndrome (POOS), premenstrual syndrome (PMS) and premenstrual dysphoric disorder (PMDD).
- · How hormones influence weight and your overall health.

This event is perfect for women looking to take control of their hormonal health.

Speakers:

Judy Mikacich, MD, MPH, FACOG Menopause Society Certified Practitioner (MSCP) Certified by the American Board of Obesity Medicine Lauric Gregg, MD, FACOG Menopause Society Certified Practitioner (MSCP) Certified by the American Board of Obesity Medicine Certified by the American Board of Lifestyle Medicine Tuesday, May 20 12:00 p.m. PT

Register Scan the QR code or visit bit.ly/sh-webinar-may25



Heather Beatty, MD Board-Certified in Ob/GVN and Integrative Medicine

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DIGITAL CAMPAIGNS

Mind Your Mental Health

Four-Week Digital Campaign Monday, April 28 – Monday, May 19

The constant demands of a busy life — balancing work, parenting and or even caring for aging parents — can cause our mental and emotional well-being to take a back seat. Mental health is a crucial aspect of our overall wellness, and if neglected, it can lead to other health problems such as diabetes, heart disease and stroke.

Kickstart your week with a fresh dose of mental health insights delivered straight to your inbox every Monday morning throughout this four-week digital series. We'll be featuring Sutter Health therapist, Kelly Newbill, LMFT, who will be answering some of your questions throughout the series. Submit your questions when you register. **Register by Sunday, April 27 to receive your first email on Monday, April 28.**

Quick peek at each week:

Week 1: Self-Care for Mental Health – Self-care isn't selfish – it's essential. This week, we'll discover how to use self-care as your personal toolkit for maintaining your mental well-being.

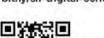
Week 2: Practicing Mindfulness – A powerful practice that can significantly improve your mental health. Learn how to utilize this skill effectively.

Week 3: Enhancing Your Mental Wellness – Explore practical tips and strategies to help you feel your best today and every day.

Week 4: When Mental Health Demands Immediate Attention – Recognizing when mental health problems go beyond the normal highs and lows of life.



Register Scan the QR code or visit bit.ly/sh-digital-series







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Care and Coverage

Call the Nurse Advice Line for 24/7 access to registered nurses for medical questions or concerns.

- Call **855-836-3500**, 24 hours a day, seven days a week.
- Helps determine the right level of care for a member's health needs.
- Provides home care tips for minor injuries and illnesses.



Customer Service can help with any request, including questions about coverage

- Call **855-315-5800**, Monday through Friday, 8 a.m. to 7 p.m.
- Visit sutterhealthplan.org/contact.

